



# USER MANUAL

**TWINLEVEL<sup>o</sup>**

INTERFACE – Dual Wheel  
for shower and bath



## Disclaimer

This manual was created with great care.

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## Imprint

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These instructions represent the technical status at time of printing.

## Notice



The user manual must be given to the user.

Please read this user manual carefully before using the system and keep in a safe place for future reference.

To reduce the risk of injuries, scalding and electrical shock, the safety precautions below must be installed and followed



### Risk of injury

This device is not intended for use by persons with different or reduced physical, sensory, or mental abilities, or who lack experience or knowledge, unless they are under the supervision of or receive training for the use of the device by a person responsible for their safety.

### CONTINUOUSLY TURNING THE CONTROL WHEEL IN THE CLOCKWISE DIRECTION MAY OVERRIDE THE PRE-SET MAXIMUM TEMPERATURE, RESULTING IN A RISK OF SCALDING.

If the power cord gets damaged, it must be replaced by the manufacturer, its authorized service agent or qualified personnel to avoid danger. Never operate the device with a damaged cable or plug! Do not pull on the power cable as this could cause damage to the cable and cause electric shock.



### Malfunctions, Possible cause, Solution

#### The device is not working.

##### Start Diagnostic. Check that:

- The control unit is connected to the mains
- There is no power supply failure
- The electric plug inside the control unit is well connected

#### No water flow when activated. Check that:

- Your faucet is connected to the water supply
- Both angle valves are fully opened
- Check another faucet in the house if water is running
- The water supply hoses are not bent or twisted
- The supply hoses might be soiled
- The control unit is connected to the mains

#### Minimal water flow. Check that:

- Both angle valves are fully opened
- The water supply hoses are not bent or twisted
- The supply hoses might be soiled

#### Continuous water flow

- Press the ON/OFF button
- Close angle valve or main valve
- After a few minutes, open again. It's still a continuous water flow, close valve and contact your installer.



Use soft cloth, soapy solution and water for regular care. Wipe with a dry cloth.

Avoid the use of abrasives or solvents, which damage the surface.

Damage caused by inappropriate treatment by the user, is not covered by our guarantee.



for shower application  
(with temperature sensor)



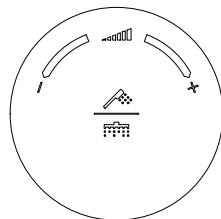
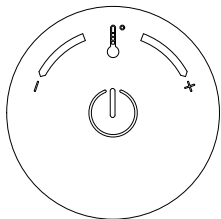
## Explanation of the knobs

### Functions knob 1

- ON/OFF
- Changing water temperature

### Functions knob 2

- Changing water flow
- Switching hand ↔ head shower



## Basic functions

### Water ON

Press 1 × knob 1: Water ON

### Changing water temperature

Turn knob 1 when water ON: Change temperature according LED color ring. (blue = cold, red = hot)

### Changing water flow

Turn knob 2 when water ON: Change water flow

### Water OFF

Press 1 × knob 1: Water OFF

## Saving Quick Access (factory setting)

### Quick Access 1

Press 1 × knob 1: Water ON by 36° Celsius and 80% water flow

### Quick Access 2

Press 2 × knob 1 briefly: Water ON by 37° Celsius and 80% water flow

### Quick Access 3

Press 3 × knob 1 briefly: Water ON by 38° Celsius and 80% water flow

## Saving Quick Access

### Quick Access 1

Press 1 × knob 1, water ON like Quick Access 1

### Quick Access 2

Press 2 × knob 1 briefly, water ON like Quick Access 2

### Quick Access 3

Press 3 × knob 1, briefly, water ON like Quick Access 3

Changing water temperature: turn knob 1

Changing water flow: turn knob 2

Press & hold knob 1 until LED color ring is flashing PURPLE. Release knob immediately  
Flashing 2 × PURPLE: Water OFF, setting is saved.

## Diverting (head shower / hand shower)

**Press 1 ×** knob 1: Water ON  
**Press 1 ×** knob 2: Diverting between hand shower ↔ head shower

## Scalding protection

**Turning** knob 1: Changing temperature.  
From  $\geq 38^{\circ}\text{C}$  temperature increase in smaller increments (more wheel turns).

## Activating the cleaning mode

Deactivate Interface

**Press & hold** knob 1 until LED color ring is flashing GREEN. Release knob immediately.

Reactivate Interface

**Press & hold** knob 1 until LED color ring GREEN goes out or wait 45 seconds (automatic reactivation).

## Diagnostic

**Press & hold** knob 1 until LED color ring is flashing ORANGE. Release knob immediately. Start Diagnostic:

1. LED color ring is illuminating RED:  
Check if hot water flows.

### No warm water is flowing:

- Check the hot water supply line
- Is hot water supply line open?
- Is hot water system activated?
- Is mesh filter ok?
- Are cold and warm water supply lines correctly connected?

2. LED color ring is illuminating GREEN:  
Check if NO water flows.

### Water flows:

- Device is broken, contact Support Center.

3. LED color ring is illuminating BLUE:  
Check if cold water flows.

### No cold water is flowing:

- Check cold water supply line
- Is cold water stop valve opened?
- Is mesh filter ok?
- Are cold and warm water supply lines correctly connected?

### Diagnostic completed:

Flashing 2 × ORANGE:  
Diagnostic successfully completed.

Flashing 3 × ORANGE:  
Malfunction of the temperature sensors.  
Contact Support Center.

Troubleshooting if LED color ring is NOT illuminating:

Please check the cable connection between TLC Controller and Interface. If you were unable to resolve the issue, please contact Support Center.

## Special functions

**Press & hold** knob 1 until LED color ring is flashing TURQUOISE.  
Release knob immediately.

Flashing 1 × TURQUOISE:  
Special functions activated

Flashing 2 × TURQUOISE:  
Special functions locked

Changing between activation / locking device  
**press & hold** knob 1 until LED color ring is flashing TURQUOISE.  
Release knob immediately.

## Thermal disinfection (extended menu activated)

 **ATTENTION: RISK OF SCALDING!**

Run disinfection

**Press & hold** knob 1 until LED color ring is flashing TURQUOISE.  
Release knob immediately.

Flashing RED: Flushing with hot water

Stop disinfection

**Press 1 ×** knob 1 or wait 5 minutes  
(automatic stop)

## Factory setting (Special function must be activated)

**Press & hold** knob 1 until LED color ring is flashing BLUE. Release knob immediately.

Flashing 2 × BLUE: Factory setting restored.

Functions are depending on the TwinLevel controller used.



for bath application  
(with temperature- and water flow sensor)



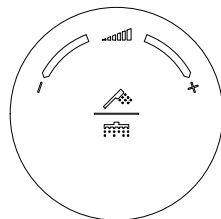
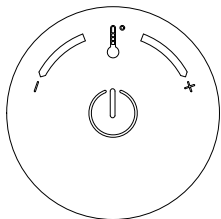
## Explanation of the knobs

### Functions knob 1

- ON/OFF
- Changing water temperature

### Functions knob 2

- Changing water flow
- Switching tub ↔ hand-/head shower



## Basic functions

### Water ON

Press 1 × knob 1: Water ON

### Changing water temperature

Turn knob 1 when water ON: Change temperature according LED color ring. (blue = cold, red = hot)

### Changing water flow

Turn knob 2 when water ON: Change water flow

### Water OFF

Press 1 × knob 1: Water OFF

## Quick Access for bath (factory setting)

### Quick Access 1

Press 1 × knob 1:  
Water ON by 36° Celsius and  
100 % water flow

### Quick Access 2

Press 2 × knob 1 briefly:  
Water ON by 37° Celsius and  
100 % water flow

### Quick Access 3

Press 3 × knob 1 briefly:  
Water ON by 38° Celsius and  
100 % water flow

## Saving Quick Access

### Quick Access 1

Press 1 × knob 1, water ON  
like Quick Access 1

### Quick Access 2

Press 2 × knob 1 briefly,  
water ON like Quick Access 2

### Quick Access 3

Press 3 × knob 1, briefly,  
water ON like Quick Access 3

### Start tub filling measurement (10 liters of water will be filled in automatically)

Turn knob 1: Change water temperature  
Turn knob 2: Change water flow

### Fill in desired water quantity

Press & hold knob 1 until LED color ring is flashing PURPLE. Release knob immediately. Flashing 2 × PURPLE: Water OFF, setting is saved (average temperature, water flow and filling quantity which was last set)

## Reset Quick Access (Special function must be activated)

### Quick Access 1

**Press 1 ×** knob 1, water ON like Quick Access 1

### Quick Access 2

**Press 2 ×** knob 1 **briefly**, water ON like Quick Access 2

### Quick Access 3

**Press 3 ×** knob 1 **briefly**, water ON like Quick Access 3

**Press & hold** knob 1 until LED color ring is flashing DARK BLUE. Release knob immediately. Flashing 2 × DARK BLUE: Water OFF, reset settings. (filling quantity is deactivated, temperature and water flow like factory setting)

## Scalding protection

**Turning** knob 1: Changing temperature. From  $\geq 38^{\circ}\text{C}$  temperature increase in smaller increments (more wheel turns).

## Pop up open / close

**Press & hold** knob 1 until LED color ring is flashing LIGHT BLUE. Release knob immediately. Pop up open or close.

## Diverting (tub/head-/ hand shower)

**Press 1 ×** knob 1: Water ON  
**Press** knob 2 **briefly**:  
Diverting tub  $\leftrightarrow$  hand and head shower

## Activating the cleaning mode

### Deactivate Interface

**Press & hold** knob 1 until LED color ring is flashing GREEN. Release knob immediately.

### Reactivate Interface

**Press & hold** knob 1 until LED color ring GREEN goes out or wait 45 seconds. (automatic reactivation)

## Diagnose

**Press & hold** knob 1 until LED color ring is flashing ORANGE. Release knob immediately. Start Diagnostic:

1. LED color ring is illuminating RED:  
Check if hot water flows.

### No warm water is flowing:

- Check the hot water supply line
- Is hot water supply line open?
- Is hot water system activated?
- Is mesh filter ok?
- Are cold and warm water supply lines correctly connected?

2. LED color ring is illuminating GREEN:  
Check if NO water flows.

### Water flows:

- Device is broken, contact Support Center.

3. LED color ring is illuminating BLUE:  
Check if cold water flows.

### No cold water is flowing:

- Check cold water supply line
- Is cold water stop valve opened?
- Is mesh filter ok?
- Are cold and warm water supply lines correctly connected?

### Diagnostic completed:

Flashing 2 × ORANGE:  
Diagnostic successfully completed.

Flashing 3 × ORANGE:  
Malfunction of the temperature sensors.  
Contact Support Center.

Flashing 4 × ORANGE:  
Malfunction of the flow rate sensors.  
Contact Support Center.

Troubleshooting if LED color ring is NOT illuminating:

Please check the cable connection between TLC Controller and Interface. If you were unable to resolve the issue, please contact Support Center.

## Special functions

**Press & hold** knob 1 until LED color ring is flashing TURQUOISE. Release knob immediately.

Flashing 1 × TURQUOISE:  
Special functions activated

Flashing 2 × TURQUOISE:  
Special functions locked

Changing between activation / locking device  
**press & hold** knob 1 until LED color ring is flashing TURQUOISE. Release knob immediately.

## Thermal disinfection (extended menu activated)

 **ATTENTION: RISK OF SCALDING!**

### Run disinfection

**Press & hold** knob 1 until LED color ring is flashing TURQUOISE. Release knob immediately.

Flashing RED: Flushing with hot water

### Stop disinfection

**Press 1 ×** knob 1 or wait 5 minutes (automatic stop)

## Factory setting (Special function must be activated)

**Press & hold** knob 1 until LED color ring is flashing BLUE. Release knob immediately.

Flashing 2 × BLUE: Factory setting restored.



# **SANITARY TECHNOLOGIES**

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